

# Insurance Claims Agent – One Sitting

## Assessment Fact Sheet

### Overview

The Insurance Claims Agent solution is for entry-level clerical positions that involve processing applications for, changes to, reinstatement of, and cancellation of insurance policies. Sample tasks for this job include, but are not limited to: reviewing insurance applications to ensure that all questions have been answered; compiling data on insurance policy changes; changing policy records to conform to insured party's specifications; compiling data on lapsed insurance policies to determine automatic reinstatement according to company policies; cancelling insurance policies as requested by agents; and verifying the accuracy of insurance company records. Potential job titles that use this solution are: Claims Agent, Claims Representative, and Clerical Agent.

Job Level	Entry Level
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Job Family/Title	Insurance
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### Details

Average Testing Time (minutes)	26 minutes
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Maximum Number of Questions	175 questions (145 on average)
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Number of Sitzings	One
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Designed for Unproctored Environment	Yes
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Question Format	Multiple Choice, Multiple Choice – Adaptive, Simulation
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### Knowledge, Skills, Abilities and Competencies Measured

**Data Entry Skills:** This is a measure of speed and accuracy when typing presented data into fields on a computer form. Specific skills that are measured include data entry speed, data entry accuracy, and error recognition.

**Achievement Orientation:** This measures the potential for success in entry-level jobs. This scale measures self-esteem and developmental indicators of success in entry-level customer service jobs through questions regarding developmental influences, self-esteem, work history, and work-related values and attitudes.

**Conscientiousness:** This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.

**Achievement:** This measures a candidate's tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

**Influence:** This component measures the tendency of a candidate's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

**Reliability:** This measures a candidate's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

## Example Questions



Which of the following situations do you find to be the most bothersome?

- a)  Dealing with a lot of paperwork
- b)  Dealing with complex problems
- c)  Dealing with a lot of rules
- d)  Dealing with irritable people

	True	False
When you make a mistake, it's natural for you to try to cover it up.	<input type="radio"/>	<input type="radio"/>
You are very cautious in most things you do.	<input type="radio"/>	<input type="radio"/>

Invoice#:	707859734216	Date:	2/23/2001
Last Name:	Singleton	First Name:	Lorren
Street Address:	2571 North Wilson Street	City:	Decatur
State:	GA	Zip Code:	24589
Product:	TG18560C	Amount:	2745.83

Enter the data from the image above into the fields below:

Invoice#:	707859734216	Date:	2/23/01
Last Name:	Singleton	First Name:	Lorren
Street Address:	2571 North Wilson...	City:	Deca...
State:		Zip Code:	
Product:		Amount:	

## Example Report

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Detailed Report: Insurance 5.5: Insurance Claims Agent – Short Form

Recruiter
Interview
Development

**Applicant Information**

**Name:**  
**Application Date:** Wed Oct 28 16:13:00 EDT 2009  
**Applicant ID:** 12418513  
**Session ID:** 042221421722600076  
**Library:** Selection

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

**Overall Score**

<b>Recommended</b> ✓		Low	Medium	High
	Percentile	30	70	100
<b>Overall Score</b>	93	◆		

**Detailed Results**

		Low	Medium	High
	Percentile	30	70	100
<b>Data Entry Skills</b>	69	◆		
<b>Achievement Orientation</b>	93	◆		
<b>Conscientiousness</b>	33	◆		
<b>Achievement</b>	95	◆		
<b>Reliability</b>	63	◆		

**Score Interpretation**

**Data Entry Skills**  
 This is a measure of speed and accuracy when typing presented data into fields on a computer form. Specific skills that are measured include data entry speed, data entry accuracy, and error recognition.  
When typing presented data into specific fields on a computer form, the candidate demonstrates average ability to type data quickly and accurately. The candidate is likely to perform these tasks at an adequate level on the job.

**Achievement Orientation**  
 This measures the potential for success in entry-level jobs. This scale measures self-esteem and developmental indicators of success in entry-level customer service jobs through questions regarding developmental influences, self-esteem, work history, and work-related values and attitudes.  
The candidate's response profile concerning developmental influences, self-esteem, work history and work-related values and attitudes is similar to the profiles of effective entry-level employees and customer service representatives. The good match between the profiles suggests that the candidate is likely to be successful in entry-level and/or customer service positions.

**Conscientiousness**  
 This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.  
At times the candidate may show a slight tendency toward disruptive work behavior. He/she may occasionally demonstrate low work motivation or minor violations of the rules.

**Achievement**  
 This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.  
The candidate is likely to set challenging goals and will persist despite obstacles. The candidate will tend to show a high level of pride in his/her work, striving for excellence even over prolonged periods of effort. The candidate is likely to be highly competitive and intense in approaching his/her work. The candidate is motivated to accomplish goals, regardless of the timeframe or difficulty level.

**Influence**  
 This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.  
The candidate shows a willingness to take charge in situations requiring leadership and will take on the responsibility to motivate others toward the group's objectives. The candidate confidently offers opinions and guidance to others, and often enjoys being the center of attention. The candidate is likely to be an effective negotiator with the natural inclination to influence others while taking decisive actions.

**Reliability**  
 This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.  
This candidate is likely to approach interesting work with careful planning and preparation. However, the candidate may avoid mundane or boring tasks, preferring to find work that is more stimulating or more easily accomplished without extensive planning. When working on difficult assignments, this candidate may procrastinate and fail to prioritize important elements.

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